



ERIE COUNTY

REQUEST FOR PROPOSAL (RFP) TO PROVIDE STAFF AUGMENTATION FOR SAP PLANT MANAGEMENT MODULE IMPLEMENTATION

RFP # 10173BC

9/22/2010

**DIVISION OF INFORMATION & SUPPORT SERVICES
EDWARD A. RATH COUNTY OFFICE BUILDING
95 FRANKLIN STREET
BUFFALO, NEW YORK 14202**

Table of Contents

I. INTRODUCTION	3
A. Overview.....	3
B. RFP Background.....	3
II. PROPOSAL PROCEDURES.....	6
A. Anticipated Schedule of Proposal	6
B. General Requirements	6
III. SCOPE OF PROFESSIONAL SERVICES REQUIRED.....	8
A. Scope	8
B. Experience/ Qualifications	9
C. Length of Contract.....	9
D. Project Billing and Accounting.....	9
IV. STATEMENT OF RIGHTS.....	10
A. Understandings	10
B. Evaluation	11
C. Contract	12
D. Indemnification and Insurance.....	12
E. Intellectual Property Rights	13
F. Non-Collusion	13
G. Conflict of Interest.....	14
H. Compliance with Laws	14
I. Contents of Proposal	14
J. Effective Period of Proposals.....	15
EXHIBIT A – Project Phases.....	16
A. Phase 3, Realization.....	16
B. Phase 4, Final Preparation.....	18
C. Phase 5, Go-Live and Support	18
EXHIBIT B – Technical and Operating Environment	19
EXHIBIT C – SAP Systems Functionalities.....	21
EXHIBIT D – Proposer Certification.....	28
EXHIBIT E – Standard Insurance Provisions (double click to edit form using PDF)	29

I. INTRODUCTION

A. Overview

Proposals are requested by the Erie County Department of Information and Support Services (DISS) for Staff Augmentation for the Realization, Final Preparation and Go-Live Phases for the Erie County SAP Plant Maintenance Module Implementation.

It is the County's intent to select the Proposer (CONTRACTOR) that provides the best solution for the County's needs.

The County reserves the right to amend this RFP. The County reserves the right to reject any or all of the proposals, or any part thereof, submitted in response to this RFP, and reserves the right to waive formalities, if such action is deemed to be in the best interest of the County. The County reserves the right to request additional information from any proposer. The County reserves the right to award negotiated contracts to one or more proposers.

This RFP is not intended and shall not be construed to commit the County to pay any costs incurred in connection with any proposal or to procure or contract with any firm.

The County will only contract with firms that do not discriminate against employees or applicants for employment because of race, creed, color, national origin, sex, age, disability, marital status, sexual orientation, citizenship status or any other status protected by New York State and Federal laws.

B. RFP Background

The County of Erie Division of Information and Support Services (DISS) seeks qualified staff augmentation services to assist in the implementation of the SAP Plant Maintenance module based on the Accelerated SAP methodology. The following tasks make up the Accelerated SAP (ASAP) implementation methodology:

Phase 1: Project Preparation
Phase 2: Business Blueprint
Phase 3: Realization
Phase 4: Final Preparation
Phase 5: Go-Live and Support
Phase 6: Sustain

Phases 1 and 2 were completed in 2007 under a Blueprint Project for Erie County Department of Environment and Planning, Division of Sewer Management (DSM). DISS wishes to utilize the Contractor's staff augmentation services for Phases 3, 4, and 5.

RFP# 10173BC: Division of Information & Support Services

Erie County's DISS wishes to implement the SAP Plant Maintenance Module for Erie County Department of Environment and Planning, Division of Sewer Management (DSM). It is DISS' expectation that we will utilize DSM's SAP Blueprint for our initial implementation. However, in the future we expect to do additional work to incorporate other County departments / divisions of Erie County into this project.

DSM Blueprint

The DSM currently uses Infor/Datastream MP2 Professional Version 6.1 SQL Server Edition, installed and operational as their computerized maintenance management system (CMMS). The CMMS was recently converted from an MP2 Access Version which was facility-specific, utilizing individual databases for the each of their four (4) field locations.

The DSM is responsible for the planning and implementation of capital projects and the operation and maintenance of facilities for the collection, conveyance and treatment of sanitary sewerage within areas of Erie County. The Division manages seven advanced wastewater treatment facilities, approximately 100 pumping stations, 1,100 miles of sanitary sewer, and 400 grinder-pumping stations. In addition to providing service within and on behalf of the seven County Sewer Districts, the Division also provides service to several customers outside of the defined service areas by contract.

The Project will build upon the previous work performed under the SAP Plant Maintenance – Business Blueprinting project and the existing SAP installation to replace the DSM's existing CMMS. This Project will seek to establish a DSM implementation for Plant Maintenance to track life cycle costs for Sewer assets and improve operations and maintenance efficiency.

Plant Maintenance Project Vision:

The County's vision of the SAP Plant Maintenance Implementation Project is as follows:

- To implement and deploy the SAP PM module successfully.
- To convert from MP2 to SAP Plant Maintenance with minimal disruption to plant maintenance programs and compliance requirements.
- To successfully integrate various departmental maintenance management functionality into the County's existing Enterprise Resource Planning (ERP) environment, using the DSM model.
- To improve the business processes of the plants, distribution and collection systems, fleet, and materials management operations for various departments/divisions throughout the County.
- To align County maintenance management policies, procedures, and processes throughout various areas of plant maintenance and further the County's long-range goal of enterprise asset management.

Plant Maintenance Project Mission:

Implement a quality county-wide CMMS replacement solution on-time and within budget while sustaining the core business operations and processes.

Plant Maintenance Project Drivers:

The following drivers have been identified for this project:

- Promote integration and sharing of information between the County CMMS and the County's Enterprise SAP system.
- Integrate the SAP PM Module functionality with the County GIS platform.
- Integrate with other key systems.

Plant Maintenance Project Objectives:

The following objectives have been defined for this project:

- Deliver the project on time and within budget.
- Leverage SAP to provide more efficient and effective collection, analysis, and reporting of operational data.
- Deliver a comprehensive computerized maintenance management system that will be sustainable
- Implement a successful business transformation through communications policies/procedures, education, and training.
- Integrate SAP PM functionality with existing County GIS capabilities. Currently, Erie County operates two separate GIS platforms based upon ARCIMS Version 9.2 and GIS Server Version 9.3. The County ultimately plans to only utilize one ESRI GIS solution.

II. PROPOSAL PROCEDURES

A. Anticipated Schedule of Proposal

The following schedule is for informational purpose only. The County reserves the right to amend this schedule at any time.

Issue RFP:	September 22, 2010
Proposals Due:	October 22, 2010
Selection Made:	30 days following due date
Contract Signed:	Following all necessary County approvals

B. General Requirements

1. Each proposal shall be prepared simply and economically avoiding the use of elaborate promotional materials beyond what is sufficient to provide a complete, accurate and reliable presentation.
2. Submit three (3) original hardcopies and at least one (1) electronic copy; cost responses can be provided in an Excel worksheet. Electronic responses can be in ZIP, PDF, XLS, DOC, or PPT format and in any combination.
3. Submit the proposals to:

Patricia Frauenheim
Erie County Division of Information & Support Services
95 Franklin St. Room 1505
Buffalo, NY 14202
Patricia.Frauenheim@erie.gov

All proposals must be delivered to the above office on or before October 22, 2010 at 4:00 p.m. Proposals received after the above date and time will not be considered. The County is under no obligation to return proposals.

4. Requests for clarification of this RFP must be written and submitted to Patricia Frauenheim at 95 Franklin Street, Room 1505, Buffalo, New York 14202 no later than 4:00 PM on October 12, 2010. Formal written responses will be distributed by the County on or before October 18, 2010. NO COMMUNICATIONS OF ANY KIND WILL BE

RFP# 10173BC: Division of Information & Support Services

BINDING AGAINST THE COUNTY, EXCEPT FOR THE FORMAL WRITTEN RESPONSES TO ANY REQUEST FOR CLARIFICATION.

5. Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal. Those proposers will be notified to arrange specific times.
6. No proposal will be accepted from nor any agreement awarded to any proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.

III. SCOPE OF PROFESSIONAL SERVICES REQUIRED

A. Scope

The County DISS will serve as the overall project manager. The contractor staff shall provide resources to work at the direction of the County, as determined by the DISS designee. The contractor may be asked to provide an experienced project manager to assist the DISS designee with project management related activities such as developing and tracking the actual project plan in Microsoft Project.

The contractor shall provide experienced, credentialed staff to assist the County DISS and DSM personnel with the implementation and final acceptance of this project. This shall include knowledge transfer and functional training for the County SAP technical support staff for the correct operation and maintenance of this system.

The contractor's staff must have personal experience with SAP implementation projects, specifically in the areas of PM and MM, and must be qualified to take various lead roles in this project.

If Erie County asks the contractor to provide a project management resource, this individual may be designated as the lead to manage other staff on the project, working closely with the County's DISS staff, to ensure the project is progressing as planned. The lead consultant should provide expertise in at least one technical or functional area relating to the project.

Potential Staff Resources needed

- Project Manager (1)
- SAP PM Specialist (1 or more)
- SAP MM specialist (1 or more)
- ESRI GIS resource (1)
- Additional SAP functional staff
- Additional SAP Technical staff, e.g., BASIS, Oracle, AIX, ABAP, Webdynpro

Work Effort & Location

- onsite full time or as negotiated
- onsite full time or as negotiated
- onsite full time or as negotiated
- onsite full-time or as negotiated
- onsite or offsite as needed for specific issues
- onsite or offsite as needed for specific issues

In general, Erie County expects the contractor's staff to work with County staff to: perform configurations, train County staff to perform configuration, prepare documentation, train County staff to prepare documentation, design/develop interfaces to current systems. Additionally, the staff must configure currently used transactions in MM/FI/HR for new uses. County staff will be responsible for training and testing. Contractor will be required to perform integration using ESRI – GIS or to assist with this integration.

Note: Project Phases and requirements are listed in Exhibit A. Current operating system and SAP modules are listed in Exhibit B.

B. Experience/Qualifications

The following are the qualifications of each member of the staff

- Required to be SAP certified and have 7-10 years of SAP experience.
- Required to have functional knowledge and experience in the modules of Plant Maintenance (PM) and Materials Management (MM) for all the processes listed in the index, Exhibit E.
- Recommended to have experience in the public sector and/or utility management area.
- Must be U.S. Citizen or have H1-Visa.
- Must be proficient in English, and have excellent communication skills.
- Must be able to configure SAP system and teach client how to perform configurations.

C. Length of Contract

Using standard ASAP methodology, it is estimated that the implementation phase of the system will be completed in 4-6 months. This time frame may be extended. This project will begin upon issuance of a formal notice to proceed. Resources must be available at that time to begin working full time. Staff is expected to make all reasonable efforts to be on-site Monday to Friday, hours 8:00 AM to 4:00 PM, except for County Holidays and weekends. There may be instances when weekends or off-hours are required. Contractor shall specify a detailed timeline for the overall project.

D. Project Billing and Accounting

Itemized invoices will be submitted monthly. Hours will be accounted for daily through an Erie County swipe system or timesheet.

IV. STATEMENT OF RIGHTS

A. Understandings

Please take notice, by submission of a proposal in response to this request for proposals, the proposer agrees to and understands:

- that any proposal, attachments, additional information, etc. submitted pursuant to this Request for Proposals constitute merely a suggestion to negotiate with the County of Erie and is not a bid under Section 103 of the New York State General Municipal Law;
- submission of a proposal, attachments, and additional information shall not entitle the proposer to enter into an agreement with the County of Erie for the required services;
- by submitting a proposal, the proposer agrees and understands that the County of Erie is not obligated to respond to the proposal, nor is it legally bound in any manner whatsoever by submission of same;
- that any and all counter-proposals, negotiations or any communications received by a proposing entity, its officers, employees or agents from the County, its elected officials, officers, employees or agents, shall not be binding against the County of Erie, its elected officials, officers, employees or agents unless and until a formal written agreement for the services sought by this RFP is duly executed by both parties and approved by the Erie County Legislature, and the Office of the Erie County Attorney.

In addition to the foregoing, by submitting a proposal, the proposer also understands and agrees that the County of Erie reserves the right, and may at its sole discretion exercise, the following rights and options with respect to this Request for Proposals:

- To reject any or all proposals;
- To issue amendments to this RFP;
- To issue additional solicitations for proposals
- To waive any irregularities in proposals received after notification to proposers affected;
- To select any proposal as the basis for negotiations of a contract, and to negotiate with one or more of the proposers for amendments or other modifications to their proposals;
- To conduct investigations with respect to the qualifications of each proposer;
- To exercise its discretion and apply its judgment with respect to any aspect of this RFP, the evaluation of proposals, and the negotiations and award of any contract;
- To enter into an agreement for only portions (or not to enter into an agreement for any) of the services contemplated by the proposals with one or more of the proposers;

RFP# 10173BC: Division of Information & Support Services

- To select the proposal that best satisfies the interests of the County and not necessarily on the basis of price or any other single factor;
- To interview the proposer(s);
- To request or obtain additional information the County deems necessary to determine the ability of the proposer;
- To modify dates;
- All proposals prepared in response to this RFP are at the sole expense of the proposer, and with the express understanding that there will be no claim, whatsoever, for reimbursement from the County for the expenses of preparation. The County assumes no responsibility or liability of any kind for costs incurred in the preparation or submission of any proposal;
- While this is a RFP and not a bid, the County reserves the right to apply the case law under General Municipal Law § 103 regarding bidder responsibility in determining whether a proposer is a responsible vendor for the purpose of this RFP process;
- The County is not responsible for any internal or external delivery delays which may cause any proposal to arrive beyond the stated deadline. To be considered, proposals MUST arrive at the place specified herein and be time stamped prior to the deadline

B. Evaluation

Proposals will be evaluated based on the following criteria.

Expertise/Experience

- Demonstrate that you have the capacity to provide these services. Provide a brief history of your experience, relating to SAP projects and implementations. Discuss how long you have been delivering SAP services.
- Discuss your experience with SAP functionalities listed in Exhibit D. Describe your capacity in these services provided.
- Describe your experience with public sector Clients.
- Describe your experience with Sewer Management.
- Provide references from your SAP clients. (Contact Name, Address, Company name, Phone number, services provided)
- Present your special expertise for the project and how your firm's qualifications would best serve the County on this Project.
- Resumes should be attached at the end of the proposal

Rate

- Indicate the blended hourly rate for each of the proposed staff.

RFP# 10173BC: Division of Information & Support Services

- The blended rate should be loaded to include all travel and living expenses, including transportation, meals, lodging, and mileage.

Proposers MUST sign the Proposal Certification attached hereto as Exhibit D. Unsigned proposals will be rejected.

Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal.

No proposal will be accepted from nor any agreement awarded to any proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.

C. Contract

After selection of the successful proposer, a formal written contract will be prepared by the County of Erie and will not be binding until signed by both parties and, if necessary, approved by the Erie County Legislature and the Office of the County Attorney. NO RIGHTS SHALL ACCRUE TO ANY PROPOSER BY THE FACT THAT A PROPOSAL HAS BEEN SELECTED BY THE COUNTY FOR SUBMISSION TO THE ERIE COUNTY LEGISLATURE FOR APPROVAL. THE APPROVAL OF SAID LEGISLATURE MAY BE NECESSARY BEFORE A VALID AND BINDING CONTRACT MAY BE EXECUTED BY THE COUNTY.

The term of the contract shall be for a [____ () year] period commencing _____, 20__ and terminating _____, 20__ [The County, in its sole discretion may extend the agreement beyond its initial term for up to _____ () additional ____-year periods at the same prices and conditions]

D. Indemnification and Insurance

The proposer accepts and agrees that language in substantially the following form will be included in the contract between the proposer and the County:

“In addition to, and not in limitation of the insurance requirements contained herein the Contractor agrees:

(a) that except for the amount, if any, of damage contributed to, caused by or resulting from the negligence of the County, the Contractor shall indemnify and hold harmless the County, its officers, employees and agents from and against any and all liability, damage, claims, demands, costs, judgments, fees, attorneys' fees or loss arising directly or indirectly out of the acts or omissions hereunder by the Contractor or third parties under the direction or control of the Contractor; and

(b) To provide defense for and defend, at its sole expense, any and all claims, demands or causes of action directly or indirectly arising out of this Agreement and to bear all other costs and expenses related thereto.

Upon execution of any contract between the proposer and the County, the proposer will be required to provide proof of the insurance coverage described in Exhibit E.

Insurance coverage in amount and form shall not be deemed acceptable until approved by the County Attorney.

E. Intellectual Property Rights

The proposer accepts and agrees that language in substantially the following form will be included in the contract between the proposer and the County:

All deliverables created under this Agreement by the Contractor are to be considered “works made for hire”. If any of the deliverables do not qualify as “works made for hire”, the Contractor hereby assigns to the County all right, title and interest (including ownership of copyright) in such deliverables and such assignment allows the County to obtain in its name copyrights, registrations and similar protections which may be available. The Contractor agrees to assist the County, if required, in perfecting these rights. The Contractor shall provide the County with at least one copy of each deliverable.

The Contractor agrees to indemnify and hold harmless the County for all damages, liabilities, losses and expenses arising out of any claim that a deliverable infringes upon an intellectual property right of a third party. If such a claim is made, or appears likely to be made, the Contractor agrees to enable the County’s continued use of the deliverable, or to modify or replace it. If the County determines that none of these alternatives is reasonably available, the deliverable will be returned.

All records compiled by the Contractor in completing the work described in this Agreement, including but not limited to written reports, source codes, studies, drawings, blueprints, negatives of photographs, computer printouts, graphs, charts, plans, specifications and all other similar recorded data, shall become and remain the property of the County. The Contractor may retain copies of such records for its own use.

F. Non-Collusion

The proposer, by signing the proposal, does hereby warrant and represent that any ensuing agreement has not been solicited, secured or prepared directly or indirectly, in a manner contrary to the laws of the State of New York and the County of Erie, and that said laws have not been violated and shall not be violated as they relate to the procurement or the

performance of the agreement by any conduct, including the paying or the giving of any fee, commission, compensation, gift, gratuity or consideration of any kind, directly or indirectly, to any County employee, officer or official.

G. Conflict of Interest

All proposers must disclose with their proposals the name of any officer, director or agent who is also an employee of the County of Erie. Further, all proposers must disclose the name of any County employee who owns, directly or indirectly, an interest of ten percent or more in the firm or any of its subsidiaries or affiliates.

There shall be no conflicts in existence during the term of any contract with the County. The existence of a conflict shall be grounds for termination of a contract.

H. Compliance with Laws

By submitting a proposal, the proposer represents and warrants that it is familiar with all federal, state and local laws and regulations and will conform to said laws and regulations. The preparation of proposals, selection of proposers and the award of contracts are subject to provisions of all Federal, State and County laws, rules and regulations.

I. Contents of Proposal

The New York State Freedom of Information Law as set forth in Public Officers Law, Article 6, Sections 84 et seq., mandates public access to government records. However, proposals submitted in response to this RFP may contain technical, financial background or other data, public disclosure of which could cause substantial injury to the proposer's competitive position or constitute a trade secret. Proposers who have a good faith belief that information submitted in their proposals is protected from disclosure under the New York Freedom of Information Law shall:

- a) Insert the following notice in the front of its proposal:

"NOTICE

The data on pages ____ of this proposal identified by an asterisk (*) contains technical or financial information constituting trade secrets or information the disclosure of which would result in substantial injury to the proposer's competitive position.

The proposer requests that such information be used only for the evaluation of the proposal, but understands that any disclosure will be limited to the extent that the County considers proper under the law. If the County enters into an agreement with this proposer, the

County shall have the right to use or disclose such information as provided in the agreement, unless otherwise obligated by law."

And

b) clearly identify the pages of the proposals containing such information by typing in bold face on the top of each page " *** THE PROPOSER BELIEVES THAT THIS INFORMATION IS PROTECTED FROM DISCLOSURE UNDER THE STATE FREEDOM OF INFORMATION LAW.**"

The County assumes no liability for disclosure of information so identified, provided that the County has made a good faith legal determination that the information is not protected from disclosure under applicable law or where disclosure is required to comply with an order or judgment of a court of competent jurisdiction.

The contents of the proposal which is accepted by the County, except portions "Protected from Disclosure", may become part of any agreement resulting from this RFP.

J. Effective Period of Proposals

All proposals must state the period for which the proposal shall remain in effect (i.e. how much time does the County have to accept or reject the proposal under the terms proposed). Such period shall not be less than 180 days from the proposal date.

EXHIBIT A – Project Phases

A. *Phase 3, Realization*

In this Phase, the CONTRACTOR will work with Erie County to implement the business and process requirements for the SAP Plant Maintenance Module based on the Blueprint and addendums to the Blueprint. The objectives of this phase are final implementation of the system, complete an overall test of the system, resolve any issues, begin project team training, and release the system for production operation. The following documents were developed in the Blueprint Phase and will be used for implementation:

- 1) SAP EAM Configuration Blueprint – PM Configuration
- 2) SAP EAM Configuration Blueprint – MM Configuration
- 3) Business Process Master Lists
 - a. BPML for PM and MM Scope
 - b. BPML for Security Roles
 - c. MM Training
- 4) Business Process Design Documents
 - a. PM01 – Organizational Structure
 - b. PM02 – Asset Hierarchy
 - c. PM03 – Corrective Maintenance
 - d. PM04 – Emergency Maintenance
 - e. PM05 – Assessment Orders
 - f. PM06 – Connection Orders
 - g. PM07 – Preventive Maintenance
 - h. PM08 – External Services
 - i. PM09 – Administrative Maintenance
 - j. PM10 – Project Orders
 - k. PM11 – Scheduling
 - l. PM12 – Outage Plans
 - m. PM13 – HR and Time Entry
 - n. PM14 – Integration with FICO
 - o. PM15 – Integration with MM
 - p. PM16 – General Master Data
 - q. PM17 – RICEF
 - r. PM18 – User Roles and Security
 - s. PM19 – Refurbishment Orders
- 5) Change Management and User Training Strategy and High Level Plan

The major milestones to be completed during this phase are:

- 1) Baseline and final configuration and confirmation. Staff will do configuration and train County staff on this configuration.

- 2) Develop data conversion programs - set up procedures and develop conversion programs to transfer data from the current MP2 system to the SAP System and resolve any data conflicts or problems
- 3) Develop, through either custom interfaces or third-party software, application interface programs for the following systems:
 - SCADA – Ability to read various operating information (pump run hours) from the SCADA system and, based on user-changeable maintenance intervals or limits, automatically create notifications/work orders in SAP.
 - Erie County GIS - County currently uses GIS to track asset locations and perform various analyses such as viewing customer complaints and work task completion. The intent of the GIS/SAP interface is to implement a user interface which minimizes data entry and allows graphical analysis of SAP information. The GIS-SAP interface shall include, but not be limited to, the following functionality:
 - Create custom, SAP/GIS portal screens which combine SAP PM Module and GIS mapping functions.
 - In addition to the SAP In addition to the SAP/GIS portal screens, allow for viewing GIS mapping in SAP and viewing SAP information in GIS.
 - Synchronize asset information between SAP and GIS in real-time to include asset creation and deletion.
 - Create, assign, populate, and update a work order in SAP using GIS (i.e. “point-and-click” assets to populate equipment/functional locations in work orders)
 - View statistics (i.e. work order type, costs, scheduling, etc.) and graphically map and analyze SAP work order information in GIS
 - Search for SAP work orders through GIS
 - View work order status through GIS
 - Dig Safe – Ability to read and write to the Dig Safe system. County currently uses the Dig Smart plug-in with ArcMap. The intent of the Dig Safe interface is to auto-generate notifications and schedule work orders in SAP and to notify the Dig Safe system upon verification of the utility location (work order completion).
 - GasBoy – Ability to read mileage information for County vehicles from the GasBoy system and create preventative maintenance work orders based on mileage or time limits (such as run hours).
 - MicroPaver- Ability to read and write to MicroPaver, pavement analysis software.

The CONTRACTOR shall work with County staff to provide complete, detailed user documentation for each interface implemented.

- 4) Develop enhancements
- 5) Bolt-on configuration and enablers
- 6) Create reports
- 7) Create layout sets
- 8) System integration test
- 9) Quality check

- Provide final verification of all prior project planning and deliverables from this phase
- Verify function of all interfaces
- Identify and resolve all outstanding issues
- 10) Project team training
 - Training and Communication Plan
 - Participant and Instructor Guide
 - Final Training Schedule
 - End User Procedures
 - End User Education Materials

B. Phase 4, Final Preparation

In this Phase, the County staff will train all end users and provide any education materials to all end users.

The major milestones that are to be completed during this phase are:

- End-user training
- Provide printed user guides to end users

C. Phase 5, Go-Live and Support

In this Phase, the County staff will evaluate system performance and determine what additional training support is needed.

The major milestones that are to be completed during this phase are:

- Move from pre-production to live production
- Review and optimize system performance
- Address any issues noted by End Users
- Recommend and provide additional training
- Project close-out

EXHIBIT B – Technical and Operating Environment

Current standards for Erie County include:

A. Server:

Computer Operating System Windows, UNIX Preferred DBMS Oracle 9i for SAP or above MS SQL Server 2000 or above

B. Workstation

Operating System Windows 98SE, 2000, XP Pro Personal Productivity Software MS Office 97/Outlook 98/ Office 03/ Outlook 03

C. Network

Operating System Windows 2000/2003 Topology TCP/IP E-mail System Exchange 2000/2003

Current SAP Modules in Use

Financial	FI, FM, AP, AR, CO, AM
Human Resources	PA, ESS, PY
Materials Management	MM
Reporting tools	ABAP, ALS, Report Writer, Report Painter, SAP Query, SAP script, BoBJ, & Crystal

Technical Release/Statistics

Item	Release/Statistic
Current SAP R/3 Version	ECC 6.0
Current Basis Release	700/20
Current Kernel	701
Current RBDMS Vendor	Oracle
Current RBDMS Version	10.2.0.4
Current Hardware Platform	IBM BladeCenter HS22 – VIO/VM Enabled
Current Operating System	AIX 5.3 ML 11
Number of SAP R/3 System in landscape	6
Size of production SAP R/3 Database	308.1
Existing growth of the Production Database	3-4GB/mo

RFP# 10173BC: Division of Information & Support Services

SAP Hardware Platforms in Use

SID	Description	Release	Type	RAM	CPU
R/3 PRD	R/3 Production	ECC 6.0	PHYS	32 GB	4-core, 4.0 GHz POWER6
R/3 SND	R/3 Sandbox	ECC 6.0	LPAR	10 GB	2-core, 3.8 GHz POWER6
R/3 TRN	R/3 Training	ECC 6.0	LPAR	9 GB	
R/3 CAB	R/3 Crash & Burn	ECC 6.0	LPAR	10 GB	
EP PRD	Enterprise Portal Production	EP 7.00 PatchLevel 111772.44	PHYS	16 GB	2-core, 3.8 GHz POWER6
CRM DEV	CRM Development	SAP CRM ABAP 7.0	LPAR	10 GB	2-core, 3.8 GHz POWER6
SOL DEV	Solution Manager Development		LPAR	6 GB	2-core, 3.8 GHz POWER6
EP QAS	Enterprise Portal Quality Assurance	EP 7.00 PatchLevel 111772.44	LPAR	8 GB	
PRDAP	Production Application Server	ECC 6.0	LPAR	13 GB	2-core, 3.8 GHz POWER6
R/3 DEV	R/3 Development	ECC 6.0	LPAR	9 GB	2-core, 3.8 GHz POWER6
R/3 QAS	Quality Assurance	ECC 6.0	LPAR	10 GB	
EP DEV	Enterprise Portal Development	EP 7.00 PatchLevel 111772.44	LPAR	9 GB	

EXHIBIT C – SAP Systems Functionalities

	TRANSACTIONS
	PM
PM	PM Master Data - Work Center, FL, Equip, BOM, Task List, Maintenance. Plans, Catalog
	Work Centers
IR01	IR01 - Create Work Centers
IR02	IR02 - Change Work Centers
IR03	IR03 - Display Work Centers
CA87	CA87 - Replace Work Centers
CR05	CR05 - Work Center List
CA80	CA80 - Work Center Where Used
	Functional Location
IH01	IH01 - Functional Location Structure
IH06	IH06 - Display Functional Location
IH11	IH11 - Display Functional Location
IL01	IL01 - Create Functional Location
IL02	IL02 - Change Functional Location
IL03	IL03 - Display Functional Location
IL04	IL04 - Create Functional Location: List Entry
IL05	IL05 - Change Functional Location
IL07	IL07 - Functional Location List (Multi-Level)
	Equipment
IE01	IE01 - Create an Equipment
IE02	IE02 - Change Equipment
IE03	IE03 - Display Equipment
IE05	IE05 - Change Equipment - Selection
IE07	IE07 - Display Equipment - Multi level
IH08	IH08 - Display Equipment - Selection
IE10	IE10 - Multiple Equipment Entry
IE25	IE25 - Create an Equipment PRT
	Bill of Materials - (BOM)
CS80	CS80 - Display Change Documents BOM
IH05	IH05 - Structural Display
CS14	CS14 - BOM Comparison
CS01	CS01 - Create Material BOM
CS02	CS02 - Change Material BOM
CS02	CS02 - Delete Material BOM
CS03	CS03 - Display Material BOM
CS15	CS15 - Material Where Used List
IB01	IB01 - Create Equipment BOM

RFP# 10173BC: Division of Information & Support Services

	TRANSACTIONS
IB02	IB02 - Change Equipment BOM
IB02	IB02 - Delete Equipment BOM
IB11	IB11 - Create Functional Location BOM
IB12	IB12 - Change Functional Location BOM
IB12	IB12 - Delete Functional Location BOM
	PM Task Lists
IA01	IA01 - Creating an Equipment Task List
IA02	IA02 - Change Equipment Task List
IA05	IA05 - Create General Maintenance Task list
IA06	IA06 - Change General Maintenance Task List
IA11	IA11 - Create FunctLoc Task List
IA12	IA12 - Change FunctLoc Task List
IA08	IA08 - Change PM Task Lists - List Edit
IA09	IA09 - Display PM Task Lists - List Edit
IA10	IA10 - Display PM Task Lists (Multi-Level)
IA07	IA07 - Task Lists Display - General
IA15	IA15 - Task List Original Change Documents
IA17	IA17 - Print Maintenance Task List
IA21	IA21 - Evaluate MaintenanceTask List Change Docs
IP31	IP31 - Maintenance plan costing
	Maintenance Plans
IP01	IP01 - Create Maintenance Plan
IP02	IP02 - Change Maintenance Plan
IP03	IP03 - Display Maintenance Plan
IP15	IP15 - Change Maintenance Plan
IP16	IP16 - Display Maintenance Plan
IP41	IP41 - Add single plan
IP42	IP42 - Add strategy-controlled plan
IP43	IP43 - Add multiple counter plan
PM	PM Additional master data
	Classifications
CT04	CT04 - Characteristics Management
CL01	CL01 - Create Class
CL02	CL02 - Change Class
CL03	CL03 - Display Class
	Warranty
BGM1	BGM1 - Create Master Warranty
BGM2	BGM2 - Change Master Warranty
BGM3	BGM3 - Display Master Warranty
	Counter / Measuring point
IK01	IK01 - Create Measuring Point

RFP# 10173BC: Division of Information & Support Services

	TRANSACTIONS
IK02	IK02 - Change Measuring Point
IK03	IK03 - Display Measuring Point
IK04	IK04 - Create Measuring Points for Object
IK05	IK05 - Change Measuring Points for Object
IK06	IK06 - Display Measuring Points for Object
IK07	IK07 - Display Measuring Points
IK08	IK08 - Change Measuring Points
	Measurement Documents
IK31	IK31 - Create Measurement Document
IK32	IK32 - Change Measurement Document
IK33	IK33 - Display Measurement Document
	Catalog, Permit, Standard Text
QS41	QS41 - Maintain catalog
QS42	QS42 - Display catalog
QS43	QS43 - Maintain catalog
QS46	QS46 - Display code group use
QS47	QS47 - Central replacement of code groups
QS48	QS48 - Usage indicator - code groups
IPMD	IPMD - Maintain/display permits
CA10	CA10 - Create Standard Text
PM	Maintenance Notifications
	Maintenance notification creation and processing
IW21	IW21 - Create PM Notification - General
IW22	IW22 - Change PM Notification/Enter technical findings
IW23	IW23 - Display PM Notification
IW28	IW28 - Change notifications List Edit
IW29	IW29 - Display notifications List Edit
IW30	IW30 - (Multi-Level) Notification List
IW64	IW64 - Change activity
IW65	IW65 - Display activities
IW66	IW66 - Change Tasks
IW67	IW67 - Display Tasks
IW68	IW68 - Change Notification Items
IW69	IW69 - Display Notification Items
PM	Maintenance Work Orders
	Work Order creation and processing
IW13	IW13 - Material Where-used List
IW31	IW31 - Create PM Order
IW32	IW32 - Change PM Order (Update Status/release/print/complete)
IW33	IW33 - Display PM Order
IW34	IW34 - PM Order for PM Notification
IW37	IW37 - Change Operations

RFP# 10173BC: Division of Information & Support Services

	TRANSACTIONS
IW38	IW38 - Change Orders
IW39	IW39 - Display Orders
IW40	IW40 - Display Orders (Multi-Level)
IW49	IW49 - Display Operations
PM	Maintenance - Management
	Capacity planning, evaluation, dispatching and leveling
CM01	CM01 - Capacity planning: work center load
CM02	CM02 - Capacity planning: work center orders
CM03	CM03 - Capacity planning: work center pool
CM04	CM04 - Capacity planning: work center backlog
CM05	CM05 - Capacity planning: Overload at Work center
CM07	CM07 - Capacity planning: Variable access
	Completion confirmation - Maintenance order completion confirmation
IW41	IW41 - Enter PM Order Confirmation
IW43	IW43 - Display PM Order Confirmation
IW44	IW44 - PM Order Collective Confirmation
IW45	IW45 - Cancel PM Order Confirmation
IW46	IW46 - Follow-Up Editing of PDC Error Recs
IW47	IW47 - Confirmation List
IW48	IW48 - Confirmation using operation list
	Measurement document processing
IK11	IK11 - Create Measurement Document
IK12	IK12 - Change Measurement Document
IK13	IK13 - Display Measurement Document
IK14	IK14 - Collective Entry of Measurement Documents
IK16	IK16 - Collective Entry of Measurement Documents
IK17	IK17 - Display Measurement Documents
IK18	IK18 - Change Measurement Documents
IK21	IK21 - Collective Entry of Measurement Documents
IK22	IK22 - Collective Entry of Measurement Documents
IK34	IK34 - Collective Entry of Measurement Documents
	Order Settlement/Order archiving
KO88	KO88 - Settling an Order, Individual
	Plant Maintenance Analysis - Logistics information system evaluations
MCI0	MCI0 - Plant Maintenance Information System
MCI1	MCI1 - PMIS: Object Class Analysis
MCI2	MCI2 - PMIS: Manufacturer Analysis
MCI3	MCI3 - PMIS: Location Analysis
MCI4	MCI4 - PMIS: Planner Group Analysis
MCI5	MCI5 - PMIS: Object Damage Analysis
MCI6	MCI6 - PMIS: Object Statistic Analysis

RFP# 10173BC: Division of Information & Support Services

	TRANSACTIONS
MCI7	MCI7 - PMIS: Breakdown Analysis
MCI8	MCI8 - PMIS: Cost Evaluation
MCIS	MCIS - Call Up PM Standard Analyses
MCK0	MCK0 - Plant Maintenance Information System
MCYK	MCYK - Exception Analysis: PM-IS
PM	Preventative maintenance processing
	Maintenance planning - Maintenance plan scheduling
IP10	IP10 - Schedule Maintenance Plan
IP19	IP19 - Graphical scheduling overview
IP24	IP24 - Scheduling overview list form
IP30	IP30 - Maintenance Schedule Date Monitoring
	MM
MM	Procurement of material & external services
	Purchase requisition - Purchase requisition processing
ME51	ME51 - Create Purchase Requisition
ME52	ME52 - Change Purchase Requisition
ME53	ME53 - Display Purchase Requisition
ME5A	ME5A - Purchase Requisitions: List Display
ME5K	ME5K - Requisitions by Account Assignment
MELB	MELB - Purchase Transactions by Tracking No.
	Material Master Records
MM01	Create Material Master
MM02	Change Material Master
MM03	Display Material Master
MM06	Flag Material for deletion
MM17	Material Master Mass Change
MMAM	Change Material Type
	Material Requirements Planning (MRP)
MD01	MRP Total Planning On Line
MDBT	MRP Total Planning Background Job
MD02	MRP Single Item, Mult Level
MD03	MRP Single Item, Single Level
MD04	Display Stock/Requirements Situation
MD20	MRP Planning File Entry
MD21	MRP Planning File Entry Display
MDAB	MRP Planning File Set Up in Background
MD11	Create Planned Order
MD12	Change Planned Order
MD13	Display Planned Orders - Individual
MD16	Display Planned Orders -Collectively
MD14	Convert Planned Order to PR (Ind)

RFP# 10173BC: Division of Information & Support Services

	TRANSACTIONS
MD15	Convert Planned Order to PR (Col)
MD05	MRP List by Material
MD06	MRP List Collective Display
MD48	Planning Situation - All Plants
MDLD	Print MRP List
MD09	Pegged Requirements
MD07	Stock Requirements List Col
OMPG	BOM by Date
MDSP	Edit BOM Explosion
MDSA	Display BOM Explosion
MD25	Create Planning Periods
MD26	Change Planning Periods
MD27	Display Planning Periods
MD08	Reorg MRP Lists
	Goods Issue & Receipt
MIGO	Goods Receipt
MB02	Change Material Document
MIGO	Reverse Material Document
MIGO	Goods Issue with Reservation (Internal Order or Work Order)
MIGO	Goods Issue with Reservation (Coct Center)
MIGO	Goods Issue without Reservation (Internal Order)
MIGO	Goods Issue without Reservation (Cost Center)
MIGO	Transfer Posting (Storage Location to Storage Location)
MIGO	Transfer Posting (Storage Location to Consignment)
MIGO	Return Delivery
MB03	Display Material Document
MB51	List Display Material Documents
	Reservations Advanced
MB26	Reservation Pick List
	Cycle Counting
MI02	Physical Inventory Document Change
MI03	Physical Inventory Document Display
MI21	Print Physical Inventory Document
MI04	Enter Physical Inventory Count
MI09	Enter Inventory Count w/o Doc Reference
MI05	Change Physical Inventory Count
MI06	Display Physical Inventory Count
MI07	Differences - Post Differences
MI20	Difference List
MI24	Physical Inventory List
MI22	Physical Inventory Document for Material
MI23	Physical Inventory Document for Material
SM35	Batch Schedule

	TRANSACTIONS
MIBC	Set CC Indicator (Cycle Counting)
MIDO	Physical Inventory Overview
	Serial Numbers
IQ01	Create Serial Number
IQ02	Change Serial Number
IQ03	Change Serial Number
IQ09	Display Serial Number List
	Inventory Management Reporting
MD04	Stock/Requirements List
MCBA	Standard Inventory Analysis -Material
MCBC	Standard Inventory Analysis -Storage
MCBE	Standard Inventory Analysis -Material
MC44	Inventory Turnover
MC46	Slow Moving Items
MC50	Stock Value Dead Stock
MC45	Stock Value Usage Values
MC47	Stock Value Requirement Values
	Invoice Verification
MIR4	Display Invoice
MIR6	Invoice Overview
	Settlements
KO88	Workorder Settlement
KO8G	Workorder Settlement - Collective
	Reservation processing
MB21	MB21 - Create Reservation
MB22	MB22 - Change Reservation
MB23	MB23 - Display Reservation
MB24	MB24 - Reservations by Material
MB25	MB25 - Reservation List: Reservations by Account Assignment

EXHIBIT D – Proposer Certification

The undersigned agrees and understands that this proposal and all attachments, additional information, etc. submitted herewith constitute merely an offer to negotiate with the County of Erie and is NOT A BID. Submission of this proposal, attachments, and additional information shall not obligate or entitle the proposing entity to enter into a service agreement with the County of Erie for the required services. The undersigned agrees and understands that the County of Erie is not obligated to respond to this proposal nor is it legally bound in any manner whatsoever by the submission of same. Further, the undersigned agrees and understands that any and all proposals and negotiations shall not be binding or valid against the County of Erie, its directors, officers, employees or agents unless an agreement is signed by a duly authorized officer of the County of Erie and, if necessary, approved by the Erie County Legislature and the Office of the County Attorney.

It is understood and agreed that the County of Erie reserves the right to reject consideration of any and all proposals including, but not limited to, proposals which are conditional or incomplete. It is further understood and agreed that the County of Erie reserves all rights specified in the Request for Proposals.


It is represented and warranted by those submitting this proposal that except as disclosed in the proposal, no officer or employee of the County of Erie is directly or indirectly a party to or in any other manner interested in this proposal or any subsequent service agreement that may be entered into.

Proposer Name

By:

Name and Title

EXHIBIT E – Standard Insurance Provisions (double click to edit form using PDF)

County of Erie Standard Insurance Certificate					
LAW-1 INS (Rev. 3/06)					
This certificate does not amend, extend or alter the coverage afforded by the standard form policies listed below.					
Indicate Type of Insurance By Checking the Box					
I Insured Name Address Zip Phone No.	III Companies Affording Coverages <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px;"></div>				
II Issuing Agency Name Address Zip Phone No.					
IV This is to certify that the policies listed below have been issued to the Insured named above and are in force at this time.					
Company Letter - from III above	1. General Liability <input type="checkbox"/> Comprehensive Form <input type="checkbox"/> Premises and Operations <input type="checkbox"/> Products/Completed Operations <input type="checkbox"/> Independent Contractors <input type="checkbox"/> Contractual <input type="checkbox"/> Personal Injury <input type="checkbox"/> Broad Form Property Damage <input type="checkbox"/> Explosion, Collapse <input type="checkbox"/> Underground Hazard	Policy Number	Effective Date & Expiration	Check the Box <input type="checkbox"/> Bodily Injury <input type="checkbox"/> Property Damage <div style="text-align: center; margin: 5px 0;">OR</div> <input type="checkbox"/> Combined Single Limit	
	2. Automobile Liability <input type="checkbox"/> Comprehensive Form <div style="text-align: center; margin: 5px 0;">OR</div> <input type="checkbox"/> Schedule Form <div style="margin-left: 20px;"> <input type="checkbox"/> owned <input type="checkbox"/> hired <input type="checkbox"/> non-owned </div>			<input type="checkbox"/> Bodily Injury <input type="checkbox"/> Property Damage <div style="text-align: center; margin: 5px 0;">OR</div> <input type="checkbox"/> Combined Single Limit	
	3. Excess Liability <input type="checkbox"/> Umbrella Form <div style="text-align: center; margin: 5px 0;">OR</div> <input type="checkbox"/> other than umbrella <input type="checkbox"/> auto <input type="checkbox"/> general <input type="checkbox"/> both			Bodily Injury & Property Damage Combined \$ _____ Self Insured Retention \$ _____	
	4. Worker's Compensation & Employer's Liability Disability Benefits			Statutory Statutory	
	5. Other <input type="checkbox"/>				
V. County of Erie is included as an additional Insured under the following Policy numbers:					
VI. Description of Operations: it is understood that this coverage on behalf of the Insured is for all locations in the County of Erie, NY.					
VII. Cancellation/Non-Renewal: Should any of the policies noted above be cancelled before expiration thereof or not renewed by the Insured, the Issuing company will endeavor to mail _____ days advance written notice to the Certificate Holder, but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives.					
VIII. Name and Address of Certificate Holder & Recipient of Notice: County of Erie c/o Department of Law 69 Delaware Avenue Suite # 300 Buffalo, NY 14202 716-858-2200		Date Issued _____ Auth. Representative _____ Firm name & address _____			
FOR COUNTY USE ONLY:					
Name of County Dept. Requesting Certificate					
Purchase Order or Contact Number					
Vendor Insurance Classification					

RFP# 10173BC: Division of Information & Support Services

INSTRUCTIONS FOR COUNTY OF ERIE STANDARD INSURANCE CERTIFICATE

- I. Insurance shall be procured and certificates delivered before commencement of work or delivery of merchandise or equipment.
- II. CERTIFICATES OF INSURANCE
- A. Shall be made to the "County of Erie, Dept. of Law, Suite 300, 69 Delaware Ave., Buffalo, N.Y. 14202."
- B. Coverage must comply with all specifications of the contract.
- C. Executed by an insurance company, agency or broker, which is licensed by the Insurance Department of the State of New York. If executed by a broker, notarized copy of authorization to bind or certify coverage must be attached.
- III. Forward the completed certificate to : County of Erie, (Department or Division) responsible for entering into the agreement for construction, purchase, lease or service.
- IV. Minimum coverage with limits are as follows:

Vendor Classification	A Construction and Maintenance	B Purchase or Lease of Merchandise or Equipment	C Professional Services	D Property Leased To Others Or Use Of Facilities Or Grounds	E Concession-Aires Services	F Livery Services	G All Purposes Public Entity Contracts
Comp. Gen. Liab.	\$1,000,000	\$500,000 CSL	\$500,000 CSL	\$1,000,000	\$500,000 CSL	\$1,000,000	\$500,000 CSL
- Prem. & OPS	INCLUDE		INCLUDE	NCLUDE	INCLUDE	INCLUDE	INCLUDE
- Prods. & Comp. OPS	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Independ. Contract	INCL UDF	INCL UDF	INCL UDF	INCL UDF	INCL UDF	INCL UDF	INCL UDF
- Contractual	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Broad Form P.D.	INCLUDE	Note: Comprehensive Form Not Required					See note below
- X.C.U.							
- Personal Injury			INCLUDE	NCLUDE	INCLUDE	INCLUDE	INCLUDE
- Liquor Law				INCLUDE	see note below		
- Host Liquor							INCLUDE
Auto Liab.	\$1,000,000 CSL		\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL
- Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Hired	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Non-Owned	INCL UDF		INCL UDF	INCL UDF	INCL UDF	INCL UDF	INCL UDF
Excess Umbrella Liab.	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000
	see note below						see note below
Worker's Compensation & Employers Liability	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	
Disability Benefits	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	
Professional Liab.			\$1,000,000				
Erie County To Be Named Adrtl Insd On	Gen. Liab., Auto Liab., & Excess	Broad Form Vendors May Be Required	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess

* Construction contracts require excess Umbrella Liability limits of \$3,000,000.

** Snow removal contracts require evidence of broad form property damage.

*** In the event the concessionaire is required to have a N.Y.S. license to dispense alcoholic beverages an endorsement for liquor liability is required.

**** Transportation of people in buses, vans or station wagons requires \$3,000,000 excess liability.

NOTE: Workers Compensation & Employers Liability plus NYS Disability Benefits does not apply to self employed individuals.

V. In some circumstances it will be necessary to require alternate coverage and limits which will be defined in the bid specifications, contract, lease or agreement. The alternative specifications should be evidenced on the certificate in lieu of the standards printed above.

VI. The "ACORD" form certificate may be used in place of the County of Erie Standard Insurance Certificate, provided that all of the above referenced requirements are incorporated into the "ACORD" form certificate.